

## **PAST PERFORMANCE SURVEY**

**Solicitation No. DTFAEN-11-R-00046**

**CONSTRUCTION OF ATCT FACILITY, FT. LAUDERDALE EXECUTIVE (FXE) AIRPORT,  
FT. LAUDERDALE, FLORIDA**

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**To:**

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(Point of Contact)

(Company)

(Phone)

(Fax)

The company from which you received this survey is vying for award of a contract with the Federal Aviation Administration (FAA). As part of the offer evaluation process, the company is soliciting your input and assessment of its past performance in one or more contracts it had with you. Please respond to each of the questions below and forward the completed survey directly to the FAA Contracting Officer.

To consider your responses, the FAA Contracting Officer must receive your responses, preferably by fax, no later than: **March 21, 2011**

Return the completed survey directly to the FAA Contracting Officer via facsimile or email:

Tracie Harris  
FAA Eastern Logistics Service Area  
Acquisition Branch, ASO-52  
Atlanta, GA  
Tel: (404) 305-5779  
Fax: (404) 305-5774  
Email: [tracie.harris@faa.gov](mailto:tracie.harris@faa.gov)

Please identify the project(s) that this company has performed for your organization, including a description of the contract subject matter (e.g., construction or janitorial service contract, etc.), time period, city, state, and approximate dollar value:

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**Below, please summarize below performance of the contract(s) on a scale of 1 to 5, ranging from 1 as unacceptable to 5 as outstanding.**

1. Did the contractor commit adequate resources in timely fashion to the contract to meet the requirements and to successfully solve problems? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
2. To what extent did the contractor respond positively and promptly to technical direction, contract change orders, etc.? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
3. How reliably did the contractor follow through on commitments? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
4. To what extent did the contractor's management system provide visibility into problems and risks? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
5. How responsive do you think the contractor was to information requests, issues, or problems? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
6. How effective was the contractor been in identifying user requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
7. To what extent did the contractor have the ability to administer and manage the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
8. Was written communication from the contractor clearly stated and professional in style? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
9. How well did the contractor adhere to the Statement of Work? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
10. What was your level of satisfaction with the contractor's management and support staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
11. What was your level of satisfaction with the contractor's on-site supervisor(s)? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

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12. To what extent did the contractor submit required reports and documentation in a timely manner? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
13. To what extent were the contractor's reports and documentation accurate and complete? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
14. To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate and of appropriate content? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
15. To what extent did the contractor comply with safety requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
16. What was your level of satisfaction with the quality of contract performance? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
17. To what extent was the contractor effective in interfacing with your staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
18. What was your level of overall customer satisfaction? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
19. To what extent were the contractor's employees experienced and qualified? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

### **Respond: Yes or No.**

20. Were there any cure notices issued? Yes: \_\_\_\_ No: \_\_\_\_
21. Was contractor pro-active? Yes: \_\_\_\_ No: \_\_\_\_
22. Did contractor suggest cost-saving changes? Yes: \_\_\_\_ No: \_\_\_\_
23. Would you recommend this contractor? Yes: \_\_\_\_ No: \_\_\_\_
24. Were there any Department of Labor investigations? Yes: \_\_\_\_ No: \_\_\_\_  
If yes, please describe reason and final outcome.  

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25. Were there any safety investigations? Yes: \_\_\_\_ No: \_\_\_\_  
If yes, please describe reason and final outcome.



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Date: \_\_\_\_\_